



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

<http://www.dmas.state.va.us>

MEDICAID MEMO

TO: All BabyCare Providers participating in the Virginia Medical Assistance Program

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services

MEMO Special

DATE 10/24/2003

SUBJECT: Acknowledgement of BabyCare VAMMIS Issues

The purpose of this memorandum is to advise you of the VAMMIS issues specific to the BabyCare Program and corrective actions we are taking to resolve them.

Below are two issues related to claims payment that have been identified as needing resolution:

1. The new system does not recognize retroactive fee-for-service eligibility. If a client is enrolled in a Managed Care Organization (MCO) at the time the BabyCare admission packet is received by the Department of Medical Assistance Services (DMAS), DMAS is unable to enroll the client in the BabyCare Program for the period of time the client was enrolled in fee-for-service Medicaid. DMAS currently has possession of approximately 200 admission packets that cannot be entered due to this error. We are addressing this issue and will update you on our progress. We will provide you with an estimated date for the resolution of this problem when it becomes available. In order to limit future problems, we recommend that you send the initial BabyCare admission packet to DMAS as soon as possible after assessment, before enrollment into a MCO takes effect.
2. An edit, that was incorrectly defined, is causing claims to deny for reason 0473-*Outcome Report Not Received*. We are in the process of correcting this edit. As a temporary measure, the edit has been disabled until the permanent solution is prepared. Please resubmit your claims denied for this reason.

If claims have been denied for reason 0471-*Not Eligible for MICC Service on Date of Service* or 0472-*Enrollee Not Authorized for MICC Service*, please contact Nell Skinner at:

Phone 804-371-8682
Fax 804-804-786-5779
E-mail nskinner@dmass.state.va.us

Ms. Skinner will check on the status of those claims and respond to you in a timely manner.

We have also received several inquiries about the resubmission of claims and the use of national codes. You do not have to change the coding on resubmitted claims. As a contingency plan, DMAS has extended the use of local codes for claims with dates of service through December 31, 2003. You may submit claims with dates of service through December 31, 2003, using either national or local codes. Payment of the claim is based upon the date of service. For further information, please refer to the Medicaid Memorandum dated September 19, 2003, (Announcement of Trading Partner Contingency Plan for HIPAA Transactions and Code Sets) published by DMAS.

I want to apologize for the problems that you have encountered as a result of the implementation of the new VAMMIS and want to assure you that this agency is working very hard to resolve these problems as quickly as possible. DMAS will share our progress via messages posted to our website at www.dmass.state.va.us. We appreciate your participation in the Virginia Medicaid Program and will do whatever we can to assist you as we work through these issues.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option to access information regarding Medicaid eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification information. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 800-884-9730 or 800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its provider manuals and Medicaid Memoranda on the DMAS website at www.dmass.state.va.us. Refer to the Provider Column to find Medicaid and SLH provider manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet, or would like a paper copy of a manual, you can order these by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

“HELPLINE”

The “HELPLINE” is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The “HELPLINE” numbers are:

786-6273	Richmond area
1-800-552-8627	All other areas

Please remember that the “HELPLINE” is for provider use only.